



MILTON CRASTO

CONTACT

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SKILLS

- Budgeting & Forecasting
- Coaching & Mentoring
- Cost & Waste Management
- Effective Menu Engineering
- Marketing & Promotional Ideas
- Interpersonal and Communication Skills
- Revenue Management
- Financial Management
- Prepare Annual Budgets, Revenue Goals & Capex Expenditure
- Team Building
- Project Management
- Recruitment
- Relationship Building
- HACCP, Health and Safety
- Staff Training and Development
- Certified Departmental Trainer
- Computer Skills: In-Depth Working Knowledge with MS Excel, MS Word, MS PowerPoint, MS Outlook, Fidelio Micros, Opera, IDS and Jonas

EDUCATION

- Bachelor's Degree through St Xavier's College, Mumbai University in Bachelor of Arts.
- Completed Two Years Diploma in Hotel Management, From Y.M.C.A. International House.
- HACCP Certified, Person in Charge, Dubai Municipality.
Project Management Training HACCP

PROFESSIONAL SUMMARY

An experienced Food and Beverage Manager, bringing demonstrated success in developing and motivating strong Food and Beverage Teams.

An accomplished Hospitality Professional with over 25 year's track record of operating in a multicultural workplace with strong branded hotels in India, Dubai, Abu Dhabi, and Oman. A solid Food and Beverage operational background with a well-developed broad-based range of managerial and leadership skills. Highly motivated and experienced, with a positive and confident outlook, enjoy overcoming obstacles which require discipline, enthusiasm, and no small measure of mental or physical aptitude, to meet deadlines and aim to contribute and make a difference to everything I do.

Skilled leader with expertise in F&B and hotel operations management. Results oriented and dedicated hospitality professional with distinguished years of experience in 5 Star hotels, Catering companies and a Golf Club. Thrives on working within challenging environments and possesses the necessary business and allied management skills to maximize financial performance and operational success.

WORK HISTORY

Food and Beverage Manager 4****Star Property

02/2019 to Current

City Seasons Group of Hotels - Dubai, United Arab Emirates

- Strategically develop effective marketing plans to increase sales and profits while managing costs.
- Lead and direct team members on effective methods, operations, and procedures.
- Resolve challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business.
- Interact positively with customers while promoting hotel facilities and services.
- Skillfully interact with external vendors to obtain best quality in pricing and product.
- Create fun team building activities to engage staff in up-selling to meet revenue targets.
- Maintain safe working and guest environment to reduce risk of injury and accidents. Training, coaching and development of colleagues and Managers.
- Work with the catering sales team to maximise on Banquet events and outdoor caterings.
- Manage operations of the Banquets, Restaurants and Bars.
- Focus on guest engagement and enhancing guest experiences.
- Strong emphasis on driving revenue, managing costs and best utilization of resources.
- Maximize revenues by ways of selling and utilizing key sellers in specific locations.
- Introduce new concepts and pop-up concepts.
- Work closely with the managers to increase productivity, revenue, guest satisfaction, mystery shopper results, motivation of the Team.
- Managed a team of 100 colleagues in Service, Kitchen and Stewarding.
- Implement a quality training program, valuing employee contribution, creating incentives, and turning performance into compensation and company goals. Significantly reduced management and staff turnover.
- Improve overall operations including food quality, quality controls, employee morale and overall profitability.

ACCOMPLISHMENTS

- Lead Member in the Launch of Passion to Serve.
- Project Team Member in 2 Opening Projects at The Jumeirah Group of Hotels, Dubai - UAE.
- ISO - Setting Up Procedures and Objectives.
- Setting Up of Standard Operating Procedures and Sequence of Service in the Restaurants.
- Implemented & Created SOP Manuals for the Food & Beverage Department.
- Certified Departmental Trainer in Food & Beverage Service.
- Best Employee in Jumeirah Beach Hotel Dubai.
- Best Employee in The Retreat Hotel Mumbai.
- Team Member of Two Chain De Rotisserie Dinner's at Jumeirah Beach Hotel Dubai.
- Best Resort Hotel in the World
Jumeirah Beach Hotel Dubai.
- Tallest All Suite Hotel in the World
Burj Al Arab Dubai.
- Best All Suite Hotel in the World
Burj Al Arab Dubai.

Food and Beverage Manager 5***Star Property** **01/2013 to 01/2019**
Yas Links Golf Club – Abu Dhabi, United Arab Emirates

Food and Beverage Manager 5***Star Property Pre-Opening** **06/2011 to 12/2012**
City Seasons Hotel Muscat – Sultanate of Oman

Food and Beverage Manager 4**Star Property** **02/2004 to 05/2011**
The Metropolitan Hotel – Dubai, United Arab Emirates

Food and Beverage Manager 4**Star Property** **02/2003 to 01/2004**
Al Sawadi Beach Resort - Sultanate of Oman

Assistant Manager 5***Star Property Pre-Opening** **10/2000 to 01/2003**
Burj Al Arab - Dubai, United Arab Emirates

Maître D'Hôtel 5***Star Property Pre-Opening** **10/1998 to 10/2000**
Jumeirah Beach Resort - Dubai, United Arab Emirates

Maître D'Hôtel 5***Star Property Pre-Opening** **09/1997 to 09/1998**
Abu Dhabi National Hotels - Abu Dhabi, United Arab Emirates

Assistant Food & Beverage Manager 4**Star Property** **08/1994 to 08/1997**
Hotel Sahil - Mumbai, India

PERSONAL ABILITIES

- Capable of Working Under Pressure with Minimum Supervision, Well Developed Communication and Public Relation Skills.
- Willing to Accept Any New Challenges and Responsibilities That is Assigned to Me.
- Special Responsibilities Include Utilizing Innovative and Creative Ideas to Enhance the Food and Beverage Experience While Directing a Team to Continue the Culture of Excellence Guest Satisfaction.
- Extensive Knowledge of Wine, Spirits & Beers as Required for this Position.
- Demonstrated Skill in Strategic Planning.
- Coordinates with The Executive Chef in Menu Planning of Various Outlets to Create Diversity, Innovation and Assure that Menu Planning is Done with Support of Proper Menu Engineering and Statistics.
- A Leader with Hands-On Approach along with Strong Organizational Skills & Passion for The Food & Beverage Department.

REFERENCES

- On Request if Required